

## 911 Board Meeting Minutes June 25, 2014

Meeting called to order by Secretary Schiliro at 2:03 pm

### Members Present:

Secretary Schiliro, Secretary Sills, Jamie Turner , Mark Grubb, Michael Vincent and Allen Metheny

### Staff Members Present:

Eric Wagner, James Cole and DAG Lisa Morris.

Secretary Schiliro discussed the shooting incident that involved a Delaware State Trooper.

Secretary Schiliro introduced new board member Allen Metheny. Allen was the state auditor in the state of Delaware for 31 ½ years, was the Deputy Director of the Department of Public Safety for Kent County and also served 51 years with the fire department. Allen brings to the board his experience and planning.

Mr. Turner – posed a question for Deputy AG, is it permissible to put a motion on the floor and approve all the minutes as presented as outline on the agenda under 2 a – g? DAG Lisa Morris stated you can make a motion provided no one has any issues with the executive session minutes. In order to do that, we would need to move to the Executive Session to discuss. We have four (4) sets of regular minutes and three (3) sets of executive session minutes; which can be done as two separate motions. Mark Grubb had a correction from the March 20<sup>th</sup> general session staff reports as to the minor typo to the year end statistics. Mr. Turner made a motion that the minutes outlined in the agenda #2 a – g inclusive be approved as presented and was 2<sup>nd</sup> by Mike Vincent. Mr. Turner asked if the Verizon credit was received and Mr. Cole stated that the credit in the amount of \$176.00 is pending and should be shown on the next billing cycle. Mr. Turner motioned to accept his correction as amended to the original motion and was 2<sup>nd</sup> by Mr. Vincent. Motion carried with no objections.

### Staff Reports – Eric Wagner

Mr. Wagner discussed the Call Volume Report. The Wilmington PD had some personnel changes and had utilized different members to create the phone volume report. Going forward there should be a consistent Call Volume Report. Everything else looks as it should as the lower County picks up the beach traffic which resulted in the call volume increasing.

### Phone Recovery Services– Jim Cole

Mr. Cole reviewed the handouts which follow the same format as billing to trouble reports and a rate quote. The bills are reviewed for accuracy then are submitted. The spreadsheet breaks down the bill which keeps a running total of \$658,874.84. Page 1 of all bills that are received are copied. Section B, of the trouble reports from the PSAP's shows that to date we have 246 trouble tickets. The question was asked if there is anything outstanding or are there standard types of troubles, and there were a few. A Dover tandem issue was reported on April 19<sup>th</sup>, were we lost the Dover tandem; however everything was transferred to the Wilmington tandem so we did not lose any 911 calls. The dull tandems worked. That's why we have redundancy in place. There were some admin lines that were affected, but Verizon responded quickly and had it fixed in a timely manner. Due to this, there were a few remote make busy switches and NCM glitches. Verizon was able to identify and repair.

The other outage was the Seaford PSAP on June 19<sup>th</sup>. PSAP lost the ability to take 911 calls and Seaford routed the traffic to Suscom. The fold down worked very well. The issue was determined to be a communication failure between the telephony server and the VOIP servers. A reboot of both servers brought the system back up; however we do not know the cause of why it happened. Verizon is still researching to determine the root cause. All systems are properly running as we speak.

Service agreement for Dover PD. We still have to maintain the existing equipment. Maintenance was discussed in December 2013 as this rate quote was effective from December 2013 through December 2014. It's been passed

through the AG office and we are looking for a motion to pay the bill of \$38,700.12. We have six (6) more that will be coming which will give us a total of seven (7) that have to be maintained. The last two (2) are not due until 2015 and 2017 which is Suscom and Recom and we are hoping by that time we may be on a different scenario. I do not have the other six (6) yet, but as soon as I have them, I will take them to the AG's office. The other six (6) will be coterminous as of January 2015. I am not sure how much of the RFP can be discussed at this time. The GSS advised me of what can be discussed. In the RFI and the RFP we knew there would be cutover PSAP by PSAP one at a time and we don't pay anything until there is a PSAP cutover and we will not pay for the network design which will take place first and this process will take a few months. The coterminous contract that Verizon is going to present hopefully in there it will be that if we take a PSAP off, if we cut a PSAP over and take it off that eliminates that, if we pay upfront we can expect a rebate. No termination liability or we pay on a month to month bases going forward. That is something we will have to work out and I will work with the AG office see which is the best direction to go.

Secretary Schiliro questioned that once the cutover happens this would go away and Mr. Cole advised yes. What the RFP consisted of is more than Next Generation it was Great Migration so everything is incorporated, which I do not like to be redundant but it is something that needed to be brought up. This will be a service contract so we will not own the equipment again, worry about upgrades to equipment, worry about fees for maintenance or software upgrades. It is all inclusive and will stay ownership of vendor of choice. The only time we have to come back to the board for any type of increases would be a per position scenario. If Seaford grows from their positions today to additional positions, will have a per position price to discuss or if there is anything that's not covered. We don't know what the next applications are going to be, so if there is something out there that needs to be added then we will bring it to the board for discussion.

DAG Lisa Morris commented that her office, supervisor and she had reviewed the contract. The contract does have a contingent liability, which we wouldn't be able to advise the board to sign; however my understanding is that the contract has been in place throughout this year. So it would be another six (6) months that you would be operating under this contract and I wanted to bring it to the boards' attention. Secretary Schiliro asked what would be the alternative at this point and time. DAG Morris advised, at this point and time we would recommend going back to Verizon and negotiating a new contract, which Mr. Cole tells me, might be difficult. Mr. Turner commented this is contingent on the liability and we have been over this before and we are not permitted to do that. Mr. Cole said Tom Ellis has always approved them previously and there has not been a change in the contracts for over 18 years as we have been signing maintenance agreements. DAG Morris said there are various items that were discussed with Mr. Wagner and Mr. Cole regarding the contract. One would be, that we don't agree to any termination charges typically the state would not continue to pay a contract for each month in which we have terminated the contract. These contracts provide that if the state were to terminate we would continue to make payments through the end of the term whether it be a year, three years or five years, so Verizon would be paid the full amount of the contract. In addition, these contracts don't include non-appropriation clauses. To the extent that in a new fiscal year monies are not coming from the E911 Board or the General Assembly has appropriated funds for something else we don't have an avenue to exit the contract in which other state contracts typically do. Mr. Cole commented that one clause she talked about there will be a sticking point and we will have to negotiate that when we get the other six (6) in because what the State is saying if I go ask the State and I sign a contract with any vendor that is out there. If I signed a five (5) year contract and at any time, any reason decided that I don't want it anymore the State is not liable for anything. I don't know what vendor would do business under those circumstances.

Mr. Cole stated you sign a contract in good faith and then you arbitrarily say well we don't want it any more let's say after two (2) years of a five (5) year contract and with no termination liability I think that's difficult to ask. Mr. Vincent asked is this uncommon in State contracts? DAG Morris advised no, the non-appropriation clause is not, we tend to have it in most state contracts if you go on GSS they have State contracts that are publicly available and you will find the non-appropriation clauses in most State contract.

Mr. Cole requested confirmation that the termination liability is new and DAG Morris stated yes. The State of Delaware is able to have different reasons to exit contracts that are not available to the private sector contracting. The non-appropriations clause would be something that the Board should consider adding into these contracts going

forward. Mr. Vincent said that's it's hard to approve something that the Attorney General's office said we shouldn't do. Secretary Schiliro asked Mr. Cole how difficult would it be to negotiate that. Mr. Cole advised it would be between Verizon and the State. I understand what Jamie Turner said but these are the same contracts we have signed for 18 years exactly the same. They have been approved every time we have asked. Without a maintenance contract in effect it's going to be difficult for any of the vendors to do work because they are basically not getting paid. Trudy Williams, Account Representative from Verizon spoke and said I can commit to engaging our legal counsel to work thru this in any way. Mr. Cole requested that the other six (6) we are getting be incorporated; he should have them any day now. Secretary Schiliro advised he will arrange an emergency board meeting to get approval. Ms. Williams requested that the DAG's office provide the detail on the issues. DAG Morris responded that GSS has forms on their website that they would like all our State vendors to follow.

Jamie Turner asked when will the contracts 2 – 6 expire? Mr. Cole advised they all expire this year, however I am not aware of the language as I haven't seen the contracts. Mr. Turner said If the contract verbiage is worked out and all in agreement, including legal counsel, my recommendation would be to make a motion authorizing the Secretary to sign the contract and pay the bill and we table contracts 2-6 and bring them up at the next formal meeting provided they are in the right form. Secretary Schiliro motion would be to approve the amount of \$38,000.00 contingent upon AG's concurrence and contracts. Mr. Turner made the motion, 2<sup>nd</sup> by Mr. Vincent. Motion carried with no objections.

Mr. Cole advised about the RFP, all the exceptions are being looked at by GSS. The evaluation team will be meeting next week. When GSS approves a vendor we can work with then I will get the vender to present it to the board.

Eric Wagner – Your packet contains the ledger from the fund and is up to date at \$4,762,470.57 with the exception of the May payment.

Wireless Cost Recovery – Eric Wagner \$38,463.81 for the first quarter of 2014. Motion to pay invoices by Mark Grubb, 2<sup>nd</sup> by Secretary Sills. Motion carried with no objections.

Services agreement with Expert Services – Mr. Wagner recommended the board enter into a contract with Expert. Expert will conduct research to make sure we are collecting the funds properly and collecting all the funds we are entitled too. They will make recommendations going forward for legislation, best business practices and checkups. They are asking for payments at milestones, as they submit reports. First report is thirty days out for \$16,333.00, a 60 day payment and a 90 day payment with the final report due within those 90-120 days. There will be very little impact with the \$49,000.00 services contract with Expert. They do the majority of the work and they are present in the room if you have any questions.

Roger Snyder, CEO of Expert Discovery gave a brief background on the company. Secretary Sills requested that Expert come back to provide an update in September. Mr. Snyder confirmed that if an anomaly is found the report would go to the Board. Expert will only contact the vendors if the Board wants them too. Secretary Schiliro said the board does have a fiduciary responsibility to make sure we are on track; I think it is appropriate to go thru this process in addition with the increasing cost that we incur if there is an additional source, then we have an obligation. Mr. Grubb motioned to approve the professional services agreement as presented for \$49,000.00, 2<sup>nd</sup> by Allen Metheny. Motion carried with no objections.

Update on New World Project – Leo Birbilas, Project Manager from RCC Consultants. Mr. Birbilas spoke on the Kent core and the change in the go live date from May 19<sup>th</sup> to August 4<sup>th</sup>. The project was postponed for some valid reasons such as, the system and infrastructure stability issues, and some work stations that were not working and data entry work to be done. There were some issues with the automatic vehicle location system and we have not resolved them all at that point. There was a general sense that we were not ready to go. August 4<sup>th</sup> we will go live on the latest stable release of software 10.2. The issues and/or efforts remain going forward to meet that date we still have some data entry work to be entered at the agency level. The concerns we had with the vehicle location devices had four (4) separate distinct types of AVL's in use, three (3) have been resolved and tested. There is still a

4th one that we have not resolved the communication issues yet and DATA conversion is still underway. There are still five (5) other technical issues outstanding that may affect go live date. We have identified issues with four (4) and established a work around for the fifth. We need to get the software updated to the system and resolve those five (5) issues and testing those. We are testing the CAD to CAD interfaces, disaster recovery site and the vehicle location devices.

We started working on the NCC core. The city of Wilmington and New Castle County have agreed to reside on the same system. That system will cut over on November 3<sup>rd</sup>. The hardware and base system hardware should be installed in New Castle by weeks end. The only impact on New Castle with the slippage was a piece of equipment we intended to redeploy to support New Castle we couldn't so I think it was a cost of \$12,000.00 for additional message switch.

The north core, University of Delaware, Newark and Recom will start sometime in September with a go live date in March 2015. The south core Seaford, Suscom and Rehoboth start in December 2015. Although the initial central core slippage has not seriously impacted the overall project, it did impact the go live dates.

Kevin Sipple commented that a lot of our issue building the central core was learning how to work with DTI. We are moving forward and I think we are going to meet the August 4<sup>th</sup> deadline. This is not our only responsibility as we lost several weeks to previous commitments. It's more like starting over from scratch on a lot of things. He can't say enough about our project manager Joe Wollyung. We are going to get there and be pleased with the project. When we go live we want to make sure the system is functional and operational and it's doing what's expected. Secretary Sills asked how the testing was going and is there a team? Joe Mulford commented we will have a better understanding once we can see it come together. Within this core, each agency has a set group of Quality Assurance specialist to attack the system.

Sandro Viselli - New World Project Sponsor commented that the first round of testing is scheduled for the week of July 7<sup>th</sup>. This will be a full functional test from the top to bottom. Then as we identify issues, the agency managers or directors will make decisions relative to the severity in terms of the go live date. If the issues are not acceptable then we will make a decision at that point. Mr. Metheny asked if the testing would include the end users and Sandro Viselli responded yes, as that's where it all starts and the system is all about the end user.

Secretary Schiliro asked Mr. Miller from his standpoint; Mr. Miller responded that we are just getting started. Mr. Sipple explained the challenges and we are going from something completely different to New World.

Mr. Wagner commented that I have been pushing the members of the central core pretty hard to make a date of July 3 for a comfortable not a go live date but more that system is stable enough that they can do testing. They have identified a couple of problems that are critical to go live problems. They have been addressed to New World. New World has stepped up and as a testament to their commitment they are in the room today.

Mr. Thomas advised we had a PSAP manager meeting on June 9. We invited Mr. Cole to attend as we were hoping to learn some things about the RFP, maybe an idea of the timeline with the RFP because each agency will have to do some internal preparations to prepare for training. The next item we discussed was Smart911. New Castle County already has Smart911 and Sussex has purchased Smart911. We are currently waiting for DTI's case finding study because we are putting the software in all of Suscom's work stations. We are looking at a fall implementation. The recommendation of the managers is that the Board seriously needs to consider a statewide implementation. Secretary Schiliro asked if it could accept the current disabilities database. Mr. Wagner stated we have talked to the vendor and we are currently in negotiations. Mr. Thomas asked the question of the vendor and they felt confident they could.

Mr. Thomas said the Exacom Recording System and the funding stream that had been established was cut for fiscal year 2015 with maintenance and wanted to know where will the funding for the system going to come from? The system has been upgraded, but we are still experiencing some issues. Mr. Cole alluded to the fact that recording was

possibly identified in the RFP and advised the vender holds a technical seminar every year; they are cognizant of the needs of the PSAP Manager. Recorders and Smart911 came up in those meetings. Mr. Grubb commented that we are getting positive feedback from the last Exacom upgrade.

Mr. Thomas advised that Mr. Matt Laick gave an update on some GIS mapping issues. Mr. Laick discussed about updating the aerial imagery and is looking for some funding streams and discussed sending misroute forms and updating email lists. Mr. Cole advised in the technical seminar pictometry was talked about as well.

Mr. Turner asked how the Seaford fold down worked. Ms. Bell advised we were down for about an hour and a half. Mr. Turner asked how the CAD software worked. Mr. Thomas advised the interface between TriTech and New World works fine, with no issues. I think what you are referring to is Ms. Bell advised that the Seaford dispatcher was not able to log into the CAD. Mr. Vincent commented that years ago it was because of different CAD versions. Mr. Mulford advised with the new CAD will not be a problem.

Secretary Sills requested that the Board receive an update five (5) days before the go live date of August 4<sup>th</sup> on whether or not you will be going live, need to postpone and if there are any issues that needed to be addressed.

Mr. Sipple and Mr. Miller commented on how critical the Smart911 program is and the need for it to be statewide.

Secretary Schiliro advised the next Board meeting will be September 18<sup>th</sup>. The E911 Board meeting was officially adjourned at 3:11 pm.

Respectfully Submitted as Recorded

Eric Wagner, E911 Administrator.